6.5　Desktop Computing Services (Schedule 3.3 – Appendix 5)

Instructions to Vendors: Unless specifically noted in the appropriate tables below, Vendor agrees to perform, for the environment (described in Schedule 3.3 – Appendix 5, Section 2), the services and associated roles and responsibilities (as outlined within Schedule 3.3 – Appendix 5, Section 3 Desktop Computing Services Requirements), at the defined service levels (as outlined within Schedule 3.3 – Appendix 5, Section 4). Section 3 is not considered to be all-inclusive. Vendor will be responsible for the complete life-cycle management of these services, unless otherwise noted. Vendor shall clearly indicate in the tables below if it does not accept the requirements defined in Schedule 3.3 – Appendix 5 Commonwealth considers the Vendor to agree to all Schedule 3.3 – Appendix 5 unless identified herein. Vendor should add rows to the tables below as necessary. Absence of issues will constitute agreement for those items not herein addressed, and will be off the table for further negotiation.

6.5.1　Desktop Computing Services Solution Overview

*Instructions to Vendors: Provide an overview of the Desktop Computing Services solution you propose to address the Commonwealth Requirements stated in Schedule 3.3 – Appendix 5. This overview should **not be more than two-pages** long. Additional details should be provided in Section 11 of this Vendor Proposal document.*

The Commonwealth Partners' Vision for the Commonwealth

No element of the IT infrastructure affects employee productivity as much as the desktop. The PCs and software used by Commonwealth employees should actually be driving their productivity and performance. Instead, technology inefficiencies and inconsistencies are holding them back. Old, complex environments are unable to take advantage of all the business benefits of the newest technologies; they typically have no standardization, no SLAs, no continuity, no management reports, no inter-agency "cross-talk," and so on. The Commonwealth's decision to upgrade its IT environment is an excellent one, however challenging it may seem. The Commonwealth Partners will see to it that you realize all you are hoping for from IT, and more.

The Commonwealth Partners are proposing a simplified, standardized, and highly efficient desktop infrastructure—using the computing industry's best practices and latest technologies—that will make your employees more efficient, more work-satisfied, more productive, and more cost-effective. Our solution is based on the same robust services, tools, and proven methods now supporting millions of desktop users worldwide, in government, academia, and commerce. Empowered employees will be better able to provide excellent service to the Commonwealth's constituents.

Our support solution will meet and exceed your business needs for secure, reliable, and highly available service through:

- Improved desktop and End-User service levels

- Standardized End-User computing environment (hardware and software) using a structured refresh methodology

- Improved security and virus protection

- Improved desktop backup

- Improved asset management and control

- Improved total cost of ownership management

Our solution leverages: standardization across hardware and software platforms to simplify the desktop environment; innovative technology for End-User self-help to further empower the End-User; and, electronic software distribution to ensure that End-Users have the correct version of applications and the very latest virus protections.

Solution Description

Our desktop solution provides broad-range "end user services" and incorporates a number of elements of desktop and other user-related support, including:

- Wall-to-wall inventory analysis

- Simplified hardware and software acquisition using the IBM OrderNow! catalog for real-time order management

- Receiving, warehousing and storage, and shipment to the final End-User location

- Pre-delivery preparation services will provide system configuration, loading of the core image and system test, as well as repackaging for storage before shipment to the End-User location

- Install, move, add, and change (IMAC) services for hardware and software, including shipping disconnected systems back to storage or for disposal

- Asset management, including the establishment of a statewide asset data repository

- Asset disposal service integrated into the asset management service to provide secure and environment-friendly disposal of IT assets

- Software license management

- Deskside support includes both centralized technical support for remote service or desktop take-over as well as the dispatch of technicians to deskside

- Electronic software distribution includes image management, testing, scheduling and distribution

- Hardware break / fix for systems whether they are under warranty or not

- Desktop refresh in accordance with the schedule in the Commonwealth's SOW

- Network printer refresh in accordance with the schedule in the Commonwealth's SOW, replacing the existing devices with "IP-addressable" devices and reducing the data traffic load on the network, the complexity of the environment, and the requirement for print servers

Benefits

The Commonwealth Partners' desktop solution will provide a host of immediate and tangible benefits to the Commonwealth of Virginia, its agencies and employees, and even its citizens:

- Your statewide network of 94 agencies, 1500+ locations, and 70,000 desktops will be standardized, integrated, and inter-operational. This includes PCs, software, handhelds, and printers.
- You will have rapid, real-time, centralized technical support.
- Your choice of Virginia-based vendor Halifax is already an IBM-Preferred Vendor and will be embraced fully by our management process.
- You will have a choice of fully responsive SLAs: regular (standard) and V-I-P.
- Your software and hardware capabilities will be supported throughout, and even beyond, their expectable IT-lifecycles.

In this post-9/11 era, communication and technology enhancements are the key to success and security for government agencies and processes. With The Commonwealth Partners' IT solutions, the Commonwealth of Virginia can be assured it is doing everything possible to govern well.

6.5.2 Desktop Computing Service Environment Acceptance and Exceptions

Vendor shall reference and provide detailed accepted and/or proposed service environment components as attachments to the proposal where required and as indicated in Schedule 3.3 – Appendix 5, Section 2.

☑   Check - Vendor agrees with Schedule 3.3 – Appendix 5, Section 2, except for the elements listed in the table below.

Table 32. Desktop Computing Service Environment Issues

RedactedRedacted

6.5.3 Desktop Computing Support Services Requirements Acceptance and Exceptions

☑   Check - Vendor agrees with Schedule 3.3 – Appendix 5, Section 3, except for the elements listed in the table below.

Table 33. Desktop Computing Support Services Requirements Issues

Redacted

6.5.4 Desktop Computing Service Management Acceptance and Exceptions

☑   Check - Vendor agrees with Schedule 3.3 – Appendix 5, Section 4, except for the elements listed in the table below.

Table 34. Desktop Computing Service Management Issues

Redacted

6.5.5 Desktop Computing Service Management Tools

Describe the automated tools used in the delivery of this service in the table below.

Table 35. Desktop Computing Service Management Tools

Redacted

6.5.6 Vendor Additional Comments relative to service provisioning for Schedule 3.3 – Appendix 5

The solution proposed by The Commonwealth Partners for Commonwealth End-Users not only provides the best-of-breed solution for the desktop environment, but is fully integrated with the other "towers" of the proposal. For example, the desktop services are seamlessly coupled with the service provided by the Help Desk. Desktop problems not resolved on the first call to the Help Desk are passed to desktop technicians who have the entire incident report information recorded at the Help Desk. As remediation is performed by the desk-side technicians, Help Desk tickets are amended and returned to the Help Desk for closure.

Another example of our solution integration is found between desktop and server. Desktop data files will be backed up on file servers. The servers are then backed up to ensure data survival and integrity in the event of a desktop system failure. The desktop environment will also take advantage of newer print technologies to reduce the demand on servers. As network print devices are refreshed, they will be replaced with devices that can be attached directly to the network. This reduces the complexity of the

print, server, and desktop environments; reduces the requirement for, and demand on, servers; and, reduces the data traffic load on the networks integration with server file storage.

Our world-class suite of services will provide an enhanced level of service and computing environment for the Commonwealth's End-Users, as it currently does for more than two million desktops being supported and managed by the Commonwealth Partners today.

Please see Section 11.3.6 of this document for additional desktop solution details.